











Leep Utilities

Emersons Green
Customer Forum Review





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Who are Leep?

Leep Utilities (Leep) owns and operates regulated and non-regulated multi-utility networks across the UK. With sites in MediaCityUK, Liverpool Waters and Canary Wharf, our broad range of capabilities includes electricity, water and wastewater, alongside heating, cooling and hot water services.

Leep is the result of a joint venture between the independent mid-market infrastructure investment manager, [Ancala Partners LLP](#) and one of the UK's leading private real estate investment and infrastructure companies, [The Peel Group](#).

We deliver ***straightforward connections*** throughout the UK and hold the relevant licenses that allow us to adopt regulated utilities on new developments. We are often referred to as a NAV!



How is Leep Regulated

Leep is regulated by Ofwat (The Water Services Regulation Authority) which is the body responsible for economic regulation of the privatised water and sewerage industry in England and Wales.

Leep are appointed by Ofwat on a site-by-site basis to provide water services; this is known as a New Appointment and Variation (NAV)

Ofwat protects the interest of consumers, by wherever appropriate promoting effective competition

Ofwat regulate the charges water companies can levy and as a Leep customer, we guarantee that your charges will be no higher with us than they would be if you were being supplied by the regional water supplier.



You can read more about 'what is a NAV' on our blog post here: <https://www.leeputilities.co.uk/press-releases/2020/11/5/the-future-of-the-water-market>

Our Charges

Leep operate different tariffs depending on the area in which you live. This enables us to offer competitively priced services comparable to that of your local area. This is operated under a licence granted by Ofwat.

As a Leep customer, you will not be charged any more than if you were being supplied by a local traditional water company. Our prices match, or in some cases, are lower than your regional supplier.

Sewerage standing charges	Water standing charges
This is the cost of maintaining the drainage system, as well as disposing of any rainwater that falls onto your property (known as surface water drainage)	This covers the cost of reading and maintaining your water meter and is calculated daily.
Sewerage used	Water Used
This is calculated based on the amount of water registered through the water meter but taking into account that not all of your water used will return to the sewer.	Your water meter will measure the amount of water you have consumed.



Current Charges

Emerson's Green

Valid from 1 April 2021

Meter size	Water		Sewerage		
	Standing charge per annum	Volumetric charge per cubic metre	Full standing charge per annum	Abated standing charge* per annum	Volumetric charge per cubic metre
20mm	£43.40	128.98p	£56.00	£35.00	165.68p
25mm	£43.40	128.98p	£228.00	£121.00	165.68p
30mm	£43.40	128.98p	£364.00	£189.00	165.68p
40mm	£43.40	128.98p	£494.00	£254.00	165.68p
50mm	£43.40	128.98p	£894.00	£454.00	165.68p
80mm	£43.40	128.98p	£2,264.00	£1,139.00	165.68p
100mm	£43.40	128.98p	£3,914.00	£1,964.00	165.68p

* The abated charge is payable where no part of the property is connected for surface water drainage.

The majority of households in the UK have meter size of 20mm or less

Leep Utilities publish its new charges scheme every year to ensure all of our customers have the right information on the amount they are being billed. These are available via our website in the document library.



Current Charges cont..

All water companies publish their charges on an annual basis and these can be found on their respective website.

Leep base their charges on the incumbent companies in the area and for Emersons Green they are for Water, Bristol water and for Wastewater, Wessex Water.

Below are the extracts from both Bristol Waters and Wessex waters charges schemes and you can see that we have reflected these in our charges for this years (All charges can be found on the companies respective websites)

	Water volumetric charge per cubic meter	Waste water Charges
Bristol Water	£1.2898	
Wessex Water		1.6568

Following discussions with residents, community groups and the local councillor we completed some analysis on the bill values across Emersons Green and how these compared to similar developments across the county.

Our findings show that the average monthly bill at Emersons Green is £33.21. Some customer may find themselves paying less than this and some more, depending on their usage. If you feel that you may be paying too much on you bill, a good way to check is by using CCW's water meter calculator or reading their factsheet on high metered bills, which are available via their website <https://www.ccwater.org.uk/>

According to Water UK the average UK water bill for 2021 will be £33.05.

Reading your meters

To ensure we can Bill you as accurately as possible we always try and gain actual meter reading twice a year. Readings are taken from meters across Emersons Green usually in April and September.

We use the actual reads we have to calculate estimates in the other two quarters of the year, ensuring your bills are as accurate as possible when you receive them.



Water Quality

Leep take every precaution to ensure that the water we provide is clean and safe for all our customers.

To achieve this monthly sample checks are completed at all our developments across the UK and analysed to ensure our water quality is of the highest standard.

We do accept that taste of water can vary across the whole of the UK and people who move across boundaries can often notice these differences. This can often relate to whether you live in a hard or soft water area.

Water Quality Complaints

In 2020 the average complaints received by water companies about the quality of their water was 1.22 per 1000 customers.

Leep in the same period only received complaints about water quality equating to 0.47 per 1000 customers, which hopefully demonstrates that our proactive approach really does work when delivering water to our customer's homes.





Investing for the future

As a business we know that investment is key to the development and success of Leep. We also listen to what our customers are telling us and when we get it wrong, look to understand how we can implement sustainable solutions for the future so that we can deliver the great customer experience our customers deserve.

2020/21 has seen some important changes at Leep that will deliver new innovative ways of working not just for now but for the future, as we strive to become your utility provider of choice.

Our people

Over the previous months Leep has brought in a new senior management structure to address the ways of working across the business and to deliver the changes needed to continue to become a leading provider in our industry



Annette Hardcastle
Director of Customer Operations



Julian Wood
Head of Customer Services/
Billing



Mark Dyer
Head of Customer Journey



Anne Ward
Head of Collections

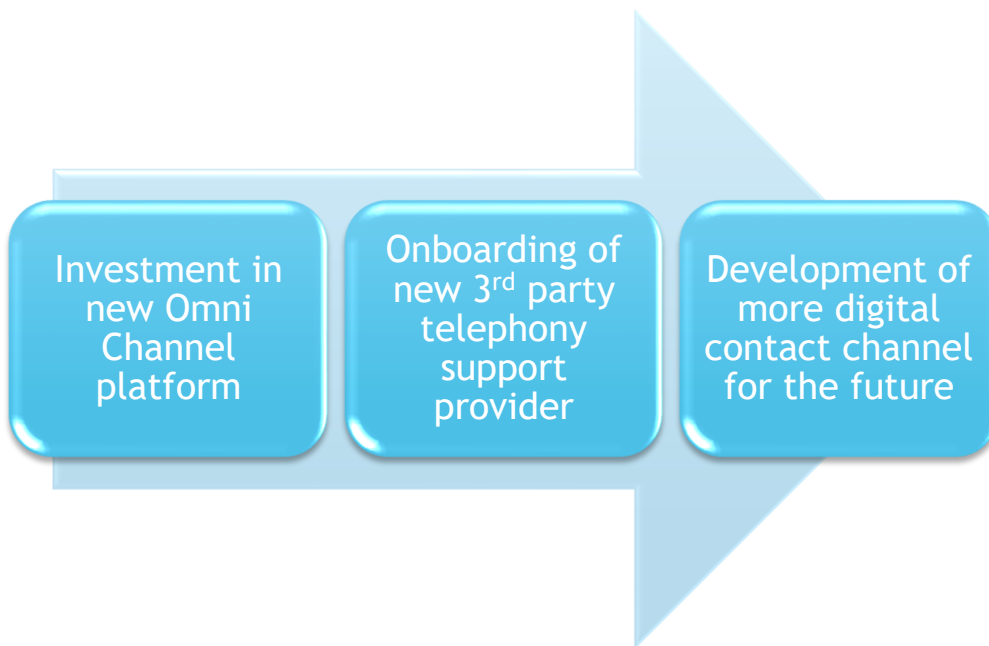
You can read about the team on our website at leeputilities.co.uk



Helping us to deal with your queries.

Over the last year Leep recognised the need to invest in the telephony and information platforms that were in place. We apologise to all our customers who really struggled to speak to us previously. This has led to the introduction of a new Omni-Channel contact platform, which means we can now get our customers through to the right person first time in order to have their query dealt with. We have also replaced the outdated voicemail facility with a golden ticket option that will ensure that you are called back as soon as a Leep Advisor is available. These two improvements alone mean that over 94% of our customers get through to us either first time or get a call-back within an hour.

Leep have also developed a partnership with a local 3rd party support provider, which ensures that when we see higher than normal call volumes, our customers are not impacted and can still speak to us.



We also recognise that the way our customers want to communicate with us is changing and with this in mind are looking to continue to develop our systems to offer new and exciting ways to interact with us. These changes obviously need development and time to create so wont happen overnight. We will keep our customers updated as we move forward with these improvements.



What else are we working on at Leep to improve the service you receive?

Direct Debits

From feedback we have received we recognise that some of our customers have experienced issues with their Direct debit payments. This obviously concerns us, as we want our customers to have a great experience.

We are currently working hard to resolve this issue and will ensure that we will contact any of our customers who have been impacted by this. Leep will also support our customers with flexible ways to pay on their accounts.



Supporting water usage reduction

In order to create sustainable water solutions for the future, Leep Utilities are passionate about supporting our customers in reducing their water usage. In order to do this we are currently engaging with some 3rd party partners who share the same vision to reduce water usage across the UK. In the near future we hope to share with you the details of these partnerships and provide improved water saving advice

WATER IS ALWAYS
WORTH SAVING





Contact us

For customer billing and general enquiries:

Call us on **0345 122 6780** Mon-Fri, 8am-6pm

Or email us at lwnl@leeputilities.co.uk

Address:

The Greenhouse

MediaCityUK

Salford

M50 2EQ



More about us

You can find out more about us including our standards of service, leakage and debt policy at www.leeputilities.co.uk. Alternatively, you can contact us by phone or at our offices as detailed above.

Surface Water Drainage

Surface water drainage is rain that falls on your property. If this rain does not enter the public drainage system, please contact us, as we may be able to reduce your charges.

Complaints

If you are not satisfied with any element of our service, please contact us using the details shown above. A copy of our complaints procedure can be found on our website or requested by phone.

Consumer Council for (CCWater)

CCWater represents customers of water and wastewater companies in England and Wales.

You can write to them at c/o 1st Floor, 23 Stephenson Street, Birmingham, B2 4BH (0845 705 6316).

WaterSure Scheme

Household customers who receive certain income related benefits and have either a large family or a specified illness may be eligible for reduced charges. For more information on the WaterSure scheme, visit our website.